

SO. CAL. EQUAL ACCESS GROUP
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JARDINE GOUGIS

**UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA**

JARDINE GOUGIS,
Plaintiff,

vs.

KITCHEN BY DESIGN INC; VINCE
EGAN; and DOES 1 to 10,
Defendants.

Case No.:

COMPLAINT FOR INJUNCTIVE
RELIEF AND DAMAGES FOR DENIAL
OF CIVIL RIGHTS OF A DISABLED
PERSON IN VIOLATIONS OF

1. AMERICANS WITH DISABILITIES
ACT, 42 U.S.C. §12131 et seq.;
2. CALIFORNIA’S UNRUH CIVIL
RIGHTS ACT;
3. CALIFORNIA’S DISABLED
PERSONS ACT;
4. CALIFORNIA HEALTH & SAFETY
CODE;
5. NEGLIGENCE

Plaintiff JARDINE GOUGIS (“Plaintiff”) complains of Defendants KITCHEN BY
DESIGN INC; VINCE EGAN; and DOES 1 to 10 (“Defendants”) and alleges as follows:

PARTIES

1. Plaintiff is a California resident with a physical disability. Plaintiff is
diagnosed with osteoarthritis on both hips and is substantially limited in her ability to
walk. Plaintiff requires the use of a wheelchair at all times when traveling in public.

1 9. Venue is proper in this court pursuant to 28 USC §1391(b). The real
2 property which is the subject of this action is located in this district, Los Angeles County,
3 California, and that all actions complained of herein take place in this district.

4 **FACTUAL ALLEGATIONS**

5 10. In or about April of 2025, Plaintiff went to the Business.

6 11. The Business is a kitchen remodeler business establishment, open to the
7 public, and is a place of public accommodation that affects commerce through its
8 operation. Defendants provide parking spaces for customers.

9 12. While attempting to enter the Business during each visit, Plaintiff personally
10 encountered a number of barriers that interfered with her ability to use and enjoy the
11 goods, services, privileges, and accommodations offered at the Business.

12 13. To the extent of Plaintiff's personal knowledge, the barriers at the Business
13 included, but were not limited to, the following:

- 14 a. Defendants failed to comply with the federal and state standards for
15 the parking space designated for persons with disabilities. Defendants
16 failed to provide any parking space designated for persons with
17 disabilities.
- 18 b. Defendants failed to comply with the federal and state standards for
19 the parking space designated for persons with disabilities. Defendants
20 failed to provide the parking space identification sign with the
21 International Symbol of Accessibility.
- 22 c. Defendants failed to comply with the federal and state standards for
23 the parking space designated for persons with disabilities. Defendants
24 failed to post required signage such as "Van Accessible," "Minimum
25 Fine \$250" and "Unauthorized Parking."
- 26 d. Defendants failed to comply with the federal and state standards for
27 the parking space designated for persons with disabilities. Defendants
28

1 failed to provide proper van accessible space designated for the
2 persons with disabilities.

3 e. Defendants failed to comply with the federal and state standards for
4 the parking space designated for persons with disabilities. Defendants
5 failed to paint the ground as required.

6 f. Defendants failed to comply with the federal and state standards for
7 the parking space designated for persons with disabilities. Defendants
8 failed to mark the space with the International Symbol of
9 Accessibility.

10 14. These barriers and conditions denied Plaintiff full and equal access to the
11 Business and caused Plaintiff difficulty and frustration. Plaintiff wishes to return and
12 patronize the Business; however, Plaintiff is deterred from visiting the Business because
13 her knowledge of these violations prevents her from returning until the barriers are
14 removed.

15 15. Based on the violations, Plaintiff alleges, on information and belief, that
16 there are additional barriers to accessibility at the Business after further site inspection.
17 Plaintiff seeks to have all barriers related to her disability remedied. *See Doran v. 7-*
18 *Eleven, Inc.* 524 F.3d 1034 (9th Cir. 2008).

19 16. In addition, Plaintiff alleges, on information and belief, that Defendants
20 knew that particular barriers render the Business inaccessible, violate state and federal
21 law, and interfere with access for the physically disabled.

22 17. At all relevant times, Defendants had and still have control and dominion
23 over the conditions at this location and had and still have the financial resources to
24 remove these barriers without much difficulty or expenses to make the Business
25 accessible to the physically disabled in compliance with ADDAG and Title 24
26 regulations. Defendants have not removed such barriers and have not modified the
27 Business to conform to accessibility regulations.

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FIRST CAUSE OF ACTION

VIOLATION OF THE AMERICANS WITH DISABILITIES ACT OF 1990

18. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

19. Under the Americans with Disabilities Act of 1990 (“ADA”), no individual shall be discriminated against on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations of any place of public accommodation by any person who owns, leases, or leases to, or operates a place of public accommodation. *See* 42 U.S.C. § 12182(a).

20. Discrimination, *inter alia*, includes:

- a. A failure to make reasonable modification in policies, practices, or procedures, when such modifications are necessary to afford such goods, services, facilities, privileges, advantages, or accommodations to individuals with disabilities, unless the entity can demonstrate that making such modifications would fundamentally alter the nature of such goods, services, facilities, privileges, advantages, or accommodations. 42 U.S.C. § 12182(b)(2)(A)(ii).
- b. A failure to take such steps as may be necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services, unless the entity can demonstrate that taking such steps would fundamentally alter the nature of the good, service, facility, privilege, advantage, or accommodation being offered or would result in an undue burden. 42 U.S.C. § 12182(b)(2)(A)(iii).
- c. A failure to remove architectural barriers, and communication barriers that are structural in nature, in existing facilities, and transportation barriers in existing vehicles and rail passenger cars used by an

establishment for transporting individuals (not including barriers that can only be removed through the retrofitting of vehicles or rail passenger cars by the installation of a hydraulic or other lift), where such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).

- d. A failure to make alterations in such a manner that, to the maximum extent feasible, the altered portions of the facility are readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs or to ensure that, to the maximum extent feasible, the path of travel to the altered area and the bathrooms, telephones, and drinking fountains serving the altered area, are readily accessible to and usable by individuals with disabilities where such alterations to the path or travel or the bathrooms, telephones, and drinking fountains serving the altered area are not disproportionate to the overall alterations in terms of cost and scope. 42 U.S.C. § 12183(a)(2).

21. Where parking spaces are provided, accessible parking spaces shall be provided. 1991 ADA Standards § 4.1.2(5); 2010 ADA Standards § 208. One in every eight accessible spaces, but not less than one, shall be served by an access aisle 96 in (2440 mm) wide minimum and shall be designated “van accessible.” 1991 ADA Standards § 4.1.2(5)(b). For every six or fraction of six parking spaces, at least one shall be a van accessible parking space. 2010 ADA Standards § 208.2.4.

22. Under the ADA, the method and color of marking are to be addressed by State or local laws or regulations. See 36 C.F.R., Part 1191. Under the California Building Code (“CBC”), the parking space identification signs shall include the International Symbol of Accessibility. Parking identification signs shall be reflectorized with a minimum area of 70 square inches. Additional language or an additional sign below the International Symbol of Accessibility shall state “Minimum Fine \$250.” A parking space identification sign shall be permanently posted immediately adjacent and

1 visible from each parking space, shall be located with its centerline a maximum of 12
2 inches from the centerline of the parking space and may be posted on a wall at the
3 interior end of the parking space. See CBC § 11B-502.6, et seq.

4 23. Moreover, an additional sign shall be posted either in a conspicuous place at
5 each entrance to an off-street parking facility or immediately adjacent to on-site
6 accessible parking and visible from each parking space. The additional sign shall not be
7 less than 17 inches wide by 22 inches high. The additional sign shall clearly state in
8 letters with a minimum height of 1 inch the following: "Unauthorized vehicles parked in
9 designated accessible spaces not displaying distinguishing placards or special license
10 plates issued for persons with disabilities will be towed away at the owner's expense..."
11 See CBC § 11B-502.8, et seq.

12 24. Here, Defendants failed to provide any parking space designated for persons
13 with disabilities. Defendants also failed to provide the parking space identification sign
14 with the International Symbol of Accessibility. In addition, Defendants failed to provide
15 the signs stating, "Minimum Fine \$250" and "Van Accessible." Moreover, Defendants
16 failed to provide the additional sign with the specific language stating "Unauthorized
17 vehicles parked in designated accessible spaces not displaying distinguishing placards or
18 special license plates issued for persons with disabilities will be towed away at the
19 owner's expense..."

20 25. For the parking spaces, access aisles shall be marked with a blue painted
21 borderline around their perimeter. The area within the blue borderlines shall be marked
22 with hatched lines a maximum of 36 inches (914 mm) on center in a color contrasting
23 with that of the aisle surface, preferably blue or white. The words "NO PARKING" shall
24 be painted on the surface within each access aisle in white letters a minimum of 12 inches
25 (305 mm) in height and located to be visible from the adjacent vehicular way. CBC §
26 11B-502.3.3.

27 26. Here, Defendants failed to provide a proper access aisle as there were no
28 "NO PARKING" marking and blue hatched lines painted on the parking surface.

1 Moreover, Defendants failed to provide the access aisle with the minimum width of 96
2 inches.

3 27. The surface of each accessible car and van space shall have surface
4 identification complying with either of the following options: The outline of a profile
5 view of a wheelchair with occupant in white on a blue background a minimum 36" wide
6 by 36" high (914 mm x 914 mm). The centerline of the profile view shall be a maximum
7 of 6 inches (152 mm) from the centerline of the parking space, its sides parallel to the
8 length of the parking space and its lower side or corner aligned with the end of the
9 parking space length or by outlining or painting the parking space in blue and outlining
10 on the ground in white or a suitable contrasting color a profile view of a wheel chair with
11 occupant. See CBC § 11B-502.6.4, et seq.

12 28. Here, Defendants failed to paint the International Symbol of Accessibility on
13 the surface as required.

14 29. A public accommodation shall maintain in operable working condition those
15 features of facilities and equipment that are required to be readily accessible to and usable
16 by persons with disabilities by the Act or this part. 28 C.F.R. 35.211(a).

17 30. By failing to maintain the facility to be readily accessible and usable by
18 Plaintiff, Defendants are in violation of Plaintiff's rights under the ADA and its related
19 regulations.

20 31. The Business has denied and continues to deny full and equal access to
21 Plaintiff and to other people with disabilities. Plaintiff has been and will continue to be
22 discriminated against due to the lack of accessible facilities, and therefore, seeks
23 injunctive relief to alter facilities to make such facilities readily accessible to and usable
24 by individuals with disabilities.

25 **SECOND CAUSE OF ACTION**

26 **VIOLATION OF THE UNRUH CIVIL RIGHTS ACT**

27 32. Plaintiff incorporates by reference each of the allegations in all prior
28 paragraphs in this complaint.

1 33. California Civil Code § 51 states, “All persons within the jurisdiction of this
2 state are free and equal, and no matter what their sex, race, color, religion, ancestry,
3 national origin, disability, medical condition, genetic information, marital status, sexual
4 orientation, citizenship, primary language, or immigration status are entitled to the full
5 and equal accommodations, advantages, facilities, privileges, or services in all business
6 establishments of every kind whatsoever.”

7 34. California Civil Code § 52 states, “Whoever denies, aids or incites a denial,
8 or make any discrimination or distinction contrary to Section 51, 51.5, or 51.6, is liable
9 for each and every offense for the actual damages, and any amount that may be
10 determined by a jury, or a court sitting without a jury, up to a maximum of three times the
11 amount of actual damage but in no case less than four thousand dollars (\$4,000) and any
12 attorney’s fees that may be determined by the court in addition thereto, suffered by any
13 person denied the rights provided in Section 51, 51.5, or 51.6.

14 35. California Civil Code § 51(f) specifies, “a violation of the right of any
15 individual under federal Americans with Disabilities Act of 1990 (Public Law 101-336)
16 shall also constitute a violation of this section.”

17 36. The actions and omissions of Defendants alleged herein constitute a denial
18 of full and equal accommodation, advantages, facilities, privileges, or services by
19 physically disabled persons within the meaning of California Civil Code §§ 51 and 52.
20 Defendants have discriminated against Plaintiff in violation of California Civil Code §§
21 51 and 52.

22 37. The violations of the Unruh Civil Rights Act caused Plaintiff to experience
23 difficulty, discomfort, or embarrassment. The Defendants are also liable for statutory
24 damages as specified in California Civil Code §55.56(a)-(c).

25 **THIRD CAUSE OF ACTION**

26 **VIOLATION OF CALIFORNIA DISABLED PERSONS ACT**

27 38. Plaintiff incorporates by reference each of the allegations in all prior
28 paragraphs in this complaint.

1 39. California Civil Code § 54.1(a) states, “Individuals with disabilities shall be
2 entitled to full and equal access, as other members of the general public, to
3 accommodations, advantages, facilities, medical facilities, including hospitals, clinics,
4 and physicians’ offices, and privileges of all common carriers, airplanes, motor vehicles,
5 railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes
6 of transportation (whether private, public, franchised, licensed, contracted, or otherwise
7 provided), telephone facilities, adoption agencies, private schools, hotels, loading places,
8 places of public accommodations, amusement, or resort, and other places in which the
9 general public is invited, subject only to the conditions and limitations established by
10 law, or state or federal regulation, and applicable alike to all persons.

11 40. California Civil Code § 54.3(a) states, “Any person or persons, firm or
12 corporation who denies or interferes with admittance to or enjoyment of public facilities
13 as specified in Sections 54 and 54.1 or otherwise interferes with the rights of an
14 individual with a disability under Sections 54, 54.1 and 54.2 is liable for each offense for
15 the actual damages, and any amount as may be determined by a jury, or a court sitting
16 without a jury, up to a maximum of three times the amount of actual damages but in no
17 case less than one thousand dollars (\$1,000) and any attorney’s fees that may be
18 determined by the court in addition thereto, suffered by any person denied the rights
19 provided in Section 54, 54.1, and 54.2.

20 41. California Civil Code § 54(d) specifies, “a violation of the right of an
21 individual under Americans with Disabilities Act of 1990 (Public Law 101-336) also
22 constitute a violation of this section, and nothing in this section shall be construed to limit
23 the access of any person in violation of that act.

24 42. The actions and omissions of Defendants alleged herein constitute a denial
25 of full and equal accommodation, advantages, and facilities by physically disabled
26 persons within the meaning of California Civil Code § 54. Defendants have
27 discriminated against Plaintiff in violation of California Civil Code § 54.
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1 43. The violations of the California Disabled Persons Act caused Plaintiff to
2 experience difficulty, discomfort, and embarrassment. The Defendants are also liable for
3 statutory damages as specified in California Civil Code §55.56(a)-(c).

4 **FOURTH CAUSE OF ACTION**

5 **CALIFORNIA HEALTH & SAFETY CODE § 19955, et seq.**

6 44. Plaintiff incorporates by reference each of the allegations in all prior
7 paragraphs in this complaint.

8 45. Plaintiff and other similar physically disabled persons who require the use of
9 a wheelchair are unable to use public facilities on a “full and equal” basis unless each
10 such facility is in compliance with the provisions of California Health & Safety Code §
11 19955 et seq. Plaintiff is a member of the public whose rights are protected by the
12 provisions of California Health & Safety Code § 19955 et seq.

13 46. The purpose of California Health & Safety Code § 1995 et seq. is to ensure
14 that public accommodations or facilities constructed in this state with private funds
15 adhere to the provisions of Chapter 7 (commencing with Section 4450) of Division 5 of
16 Title 1 of the Government Code. The code relating to such public accommodations also
17 requires that “when sanitary facilities are made available for the public, clients, or
18 employees in these stations, centers, or buildings, they shall be made available for
19 persons with disabilities.

20 47. Title II of the ADA holds as a “general rule” that no individual shall be
21 discriminated against on the basis of disability in the full and equal enjoyment of goods
22 (or use), services, facilities, privileges, and accommodations offered by any person who
23 owns, operates, or leases a place of public accommodation. 42 U.S.C. § 12182(a).
24 Further, each and every violation of the ADA also constitutes a separate and distinct
25 violation of California Civil Code §§ 54(c) and 54.1(d), thus independently justifying an
26 award of damages and injunctive relief pursuant to California law, including but not
27 limited to Civil Code § 54.3 and Business and Professions Code § 17200, et seq.

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FIFTH CAUSE OF ACTION
NEGLIGENCE

48. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

49. Defendants have a general duty and a duty under the ADA, Unruh Civil Rights Act and California Disabled Persons Act to provide safe and accessible facilities to the Plaintiff.

50. Defendants breached their duty of care by violating the provisions of ADA, Unruh Civil Rights Act and California Disabled Persons Act.

51. As a direct and proximate result of Defendants' negligent conduct, Plaintiff has suffered damages.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff respectfully prays for relief and judgment against Defendants as follows:

1. For preliminary and permanent injunction directing Defendants to comply with the Americans with Disability Act and the Unruh Civil Rights Act;

2. Award of all appropriate damages, including but not limited to statutory damages, general damages and treble damages in amounts, according to proof;

3. Award of all reasonable restitution for Defendants' unfair competition practices;

4. Reasonable attorney's fees, litigation expenses, and costs of suit in this action;

5. Prejudgment interest pursuant to California Civil Code § 3291; and

6. Such other and further relief as the Court deems just and proper.

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DEMAND FOR TRIAL BY JURY

Pursuant to Rule 38(b) of the Federal Rules of Civil Procedure, Plaintiff hereby demands a trial by jury on all issues so triable.

Dated: July 18, 2025

SO. CAL. EQUAL ACCESS GROUP

By: /s/ Jason J. Kim
Jason J. Kim, Esq.
Attorneys for Plaintiff